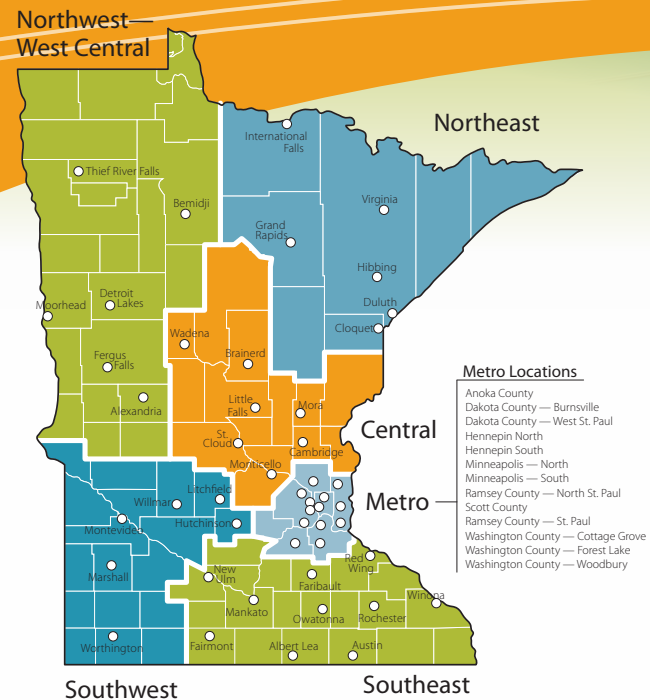


MINNESOTA WorkForce Center Locations



DEED is the only state agency we have ever found that works to make things simple and easy for business. They take the time to help small business get the resources needed without all the government red tape.

LOUIS COMPANIES, INC.

Customer Elation has had a long tenure in Foley and the surrounding community yet we had never connected with organizations such as DEED. Carla helped Customer Elation fill our staffing needs by giving us new ideas to reach out to potential new employees. Thanks to Carla, we were able to meet people in the community and communicate the job opportunities we have to offer. Employees at the Department of Employment and Economic Development like Carla are very passionate and engaging individuals that work for the community and it shows.

CUSTOMER ELATION

With a true workforce shortage in the Brainerd area, Stern was having difficulty finding good, solid production workers and this was having a negative impact on growth. Stern partnered with DEED and the Brainerd WorkForce Center to move outside the traditional method of recruiting. Local DEED personnel wrote and ran an ad on Minnesotaworks.net and did the initial screening of 15 candidates for us. We hired three of them as permanent employees with full benefits. One of the new hires was eventually promoted to a lead position.

STERN

Thank you DEED Business Services and the WorkForce Center staff for giving Magnetation the opportunity to get in front of the community at your sponsored Business of the Day event. It was a great opportunity for us to not only educate the workforce on what Magnetation is about, who our culture is, and what current employment opportunities there are but to meet potential candidates and answer their questions in an informal setting.

MAGNETATION

The DEED and Macy's job fair event exceeded all expectations and was great success. When DEED and Macy's leaders combine efforts to employ people, the outcomes are top notch. Macy's, in collaboration with DEED, hosted the first ever total market job fair. DEED and Macy's made job seasonal job offers to over 40 DEED clients during this single event. This pilot has charted the course for on-going events for years to come. Many thanks from Macy's to our DEED partners!

MACY'S



The Minnesota Department of Employment and Economic Development (DEED) delivers key services to job seekers and businesses through Job Service. The focus of all services, which are available through Minnesota's statewide network of WorkForce Centers, is to help job seekers find work and help employers find and retain qualified employees.

JOB SEEKERS

Expert Job Service staff guide job seekers through all steps of job search and career planning, including:

- Informing job seekers about WorkForce Center (WFC) services including eligibility-based employment and training programs.
- Educating job seekers on how to use MinnesotaWorks.net, DEED's online job bank, to search for and apply for jobs.
- Offering job search advice and assisting with writing effective resumes.
- Providing free workshops and training to job seekers on the fundamentals of a successful job search; including up-to date strategies using social media and online tools.
- Recommending other community-based resources and services.

Job Seekers Served

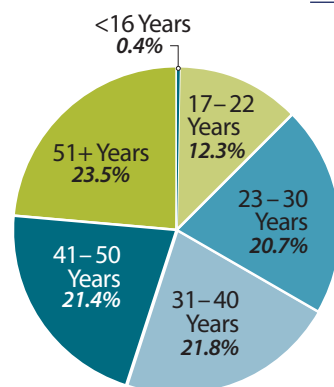
2013 total customers served — **230,985**

2014 total customers served — **212,918**

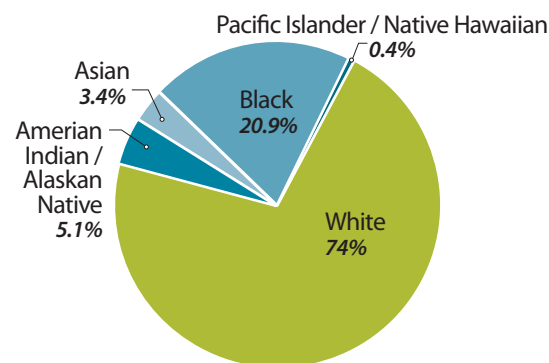
| —2013— | —2014— |
|---|--|
| 117,902 in WorkForce Center | 108,563 in WorkForce Centers |
| 163,526 online* | 114,352 online* |
| 92,090 job seekers found a job within 90 days of their last service | 133,967 job seekers found a job within 90 days of their last service |
| \$29,538 = average yearly wage | \$34,507 = average yearly wage |
| 8,521 workshops were delivered to 35,837 attendees | 9,272 workshops were delivered to 85,738 attendees |
| Job Service is the first point of contact for 45,000 Unemployment Insurance (UI) applicants who are called into the WFCs each year | Job Service is the first point of contact for over 50,000 Unemployment Insurance (UI) applicants who are called into the WFCs each year |
| Over 15,000 veterans were served within our WorkForce Center System | Over 17,000 veterans were served within our WorkForce Center System |

* Users may have received both online and walk-in services so may be counted twice

Demographics of Job Seekers Receiving Wagner-Peyser* Services

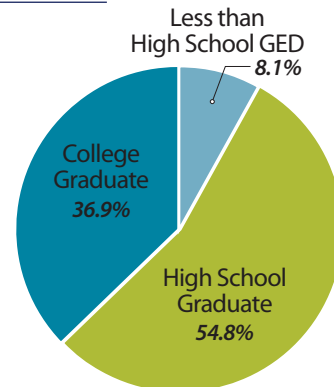


AGE



RACE

Individuals may select more than one
Ethnicity = 5% Hispanic/Latino



EDUCATION LEVEL

*The Wagner-Peyser Act provides for a labor exchange in offering employment opportunities and services on a no-fee basis to job seekers and businesses.

I am grateful for the resources available through the Work Force Centers and the knowledgeable, caring staff and instructors that take the time to answer the questions from folks like me when you've heard them a million times before.

Keep up the good work. You have made a difference for me and many others.

SINCERELY, BILL SCHRUPP

BUSINESS

Our Business Service Representatives (BSR) specialize in helping Minnesota's businesses succeed. BSRs provide solutions to common workforce and recruitment challenges by:

- Providing information on MinnesotaWorks.net, our no-fee online job bank connecting job seekers and employers in Minnesota.
- Delivering proven recruitment and retention strategies through our 500+ monthly business consultations including job fairs, recruitment events and employer workshops.
- Offering training on MinnesotaWorks.net to help find the best candidate by creating effective online job postings for access to the largest group of Minnesota job seekers.
- Educating employers on candidate assessment tools including the National Career Readiness Certification (NCRC).
- Providing education on labor market information, tax credits and hiring incentives.
- Connecting to local, state and federal business information and resources on education, training, exports, business expansion and human resources.

MinnesotaWorks.net

No-fee online job bank

| Minnesota works.net | State Fiscal Year 2013 | State Fiscal Year 2014* |
|-------------------------|------------------------|-------------------------|
| Job openings posted | 347,020 | 783,942 |
| New employer accounts | 1,904 | 2,079 |
| New job seeker accounts | 114,628 | 91,523 |

*85% of businesses surveyed had talked with a Business Service Representative about using MinnesotaWorks.net for recruiting purposes.

*92% of businesses surveyed would recommend MinnesotaWorks.net to a business colleague who needed to post a job opening.

National Career Readiness Certification (NCRC)

ACT's National Career Readiness Certificate (NCRC) is a portable credential that demonstrates achievement and workplace employability skills in Applied Mathematics, Locating Information and Reading for Information.

—Calendar Year 2014—

Number of assessments given: **8,578**

Number of certifications issued: **2,503**

35% of businesses surveyed had heard of the NCRC, 38% of which would look for job applicants with an NCRC certificate as part of their recruiting process.

According to Customer Satisfaction Survey 2013-2014:

100% of businesses surveyed were very satisfied or satisfied that our Business Service Representatives (BSR) understood their needs and concerns.

93% of businesses surveyed were very satisfied or satisfied with the time it took the BSR to respond to their questions or request for information.

84% of businesses surveyed felt that the overall results provided by the BSR met their needs

93% of businesses surveyed would refer a business colleague to Job Service/WorkForce Center for assistance

Business Consultations

2014 Total = **5,932**

